VIRGINIA DEPARTMENT OF EDUCATION

EDUCATIONAL INFORMATION MANAGEMENT SYSTEM (EIMS)

STI MERGE PROCEDURES

Purpose: The purpose of this document is to record the process to request an **STI Merge**.

Notification Process: A division notifies Reporting Solutions that one student was
provided with two STIs. The Division is requesting an STI merge so the
Student is associated with only one STI.

1) The division should email this request to Reporting Solutions at
reportingsolutions@pearson.com

2) The information provided in the email should include the following information for both records:
- STI
- First name
- Last name
- DOB
- Local Student ID
- Division name or code

3) To expedite the process, divisions should also send Reporting Solutions the file names and the
dates the files were initially sent to VA EIMS,

4) Once Reporting Solutions receives this email they will:
- Open a service ticket.
- Reply to the division that they have received their request.
- Provide the division with the service ticket number.
- Inform the division that this process could take up to 2 business days as a worst case
scenario.

5) Virginia EIMS internal support team processes the request.

6) For record purposes, the division contacting Reporting Solutions will have their STI replaced with
the initial STI. This will ensure that both records for that student contain the same STI.

Method of Delivery: The STI data previously provided to the division in File Management will be
adjusted to show the new STI.

1) Reporting Solutions will email the division with the file status and instructions for downloading
the file.

2) The division will access the new STI data through File Management using the download button.

3) Reporting Solutions closes the Service Center ticket after final confirmation from the division.